



**SOCIAL SECURITY**  
The Commissioner

November 02, 2021

The Honorable Gus M. Bilirakis  
U.S. House of Representatives  
Washington, DC 20515

Dear Representative Bilirakis:

Thank you for your October 12, 2021 letter regarding our plans to increase in-person service at our field offices.

We share your concern about the ability of your constituents facing barriers to access our services while our offices are offering in-person assistance for critical cases by appointment only. We are working to increase the availability of in-person appointments within our current [Workplace Safety Plan](#).

We are working with our unions to satisfy our bargaining obligations as we expand the availability of in-person service. I have recently met with American Federation of Government Employees (AFGE) Council 220, and plan to meet with AFGE National President Dr. Everett Kelley on November 4, 2021.

I hope that you find this information helpful. If you have questions or wish to discuss further, please contact me or have your staff contact Eric Skidmore, our Deputy Commissioner for Legislation and Congressional Affairs, at (202) 358-6030. I am providing a similar response to the cosigners of your letter.

Sincerely,

Kilolo Kijakazi  
Acting Commissioner